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A "GOOD NEWS" NEWSLETTER FULL OF FUN AND INTERESTING FACTS FOR OUR CUSTOMERS NOVEMBER 2009

## The Biggest Blast Of The 20th Century

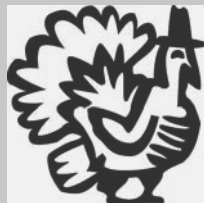
The most powerful volcano eruption of the 20th century occurred June 6, 1912, when Novarupta Volcano in Alaska blasted a huge cloud of ash into the sky with a roar that could be heard more than 750 miles away in Juneau—one hour after the eruption began. The ash blanketed Kodiak Island, about 100 miles away, for the next three days, covering the town there with ash a foot deep, completely blocking the sun, and causing buildings to collapse from the weight of the ash on their roofs.

Experts say an eruption on the same scale today would ground commercial air travel across North America, due to the damage that volcanic ash could cause to jet engines, windshields, and external parts.



From the desk of  
**Joe Sarna**

*This is the first edition of our new monthly customer news letter. I hope you find the content both interesting and entertaining and pass this along to a friend or colleague if you like. And please feel free to call me with your comments at 708 563 2288. Thanks, enjoy and have a Happy Thanksgiving.*



What is it that you like doing? If you don't like it, get out of it, because you'll be lousy at it.  
—Lee Iacocca

If you think it's expensive to hire a professional to do the job, wait until you hire an amateur.

—Red Adair

## How To Become More Creative On The Job

Businesses don't grow and thrive doing the same thing over and over again. You've got to innovate: Find new ideas for products, services, employee benefits, and the like.



Otherwise, you'll stagnate and wither away. Boost your creativity, on your own and in your team, by paying attention to these guidelines:

- Schedule time for creativity. Research suggests that we're more creative when our mood is positive. Pay attention to your mood throughout the day and the week (keep a log if that helps), and set aside some time to generate and explore ideas when you're feeling good.
- Seek diversity. When brainstorming with others, mix up your team. Include people from departments you don't normally work with. The more variety you've got, the greater range of ideas you'll be able to choose from.
- Think in metaphors. Get past the literal. Train yourself to stretch your perceptions of your operations, products, and strategies. How is your organization like a school bake sale, for example? How is cutting back on expenses like going on a diet? You'll see connections and generate ideas that would never have occurred to you.

Rapid Pro Truck Service presents

NOVEMBER 2009

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Good News and Information for the Friends and Clients of Rapid Pro Truck Service

## Hello!

This issue of Movin On is being sent to you courtesy of

*Rapid Pro Truck Service Inc*

It is our way of saying that you are important to us and we truly value your business. Please feel free to pass this newsletter on to friends and neighbors. Enjoy!

## Funny Bone

*Murphy was an optimist...*



Here are some laws that seem to govern everything that could possibly go wrong in life:

- Any technical problem can be solved if you have enough time and money. Corollary: You never have enough time or money.
- When you ask your husband to pick up five items at the grocery store, and then you add one more as an afterthought, he will forget at least two of the first five.
- Most pay raises are just large enough to raise your taxes and just small enough to have no effect on your take-home pay.
- Food that starts out hard will soften when it gets stale. Food that starts out soft will harden when it gets stale.

## Sleep Deprivation Is Nothing To Snooze At

About 130 million American adults fail to get the recommended eight hours of sleep each night. Research is finding that a lack of adequate rest could lead to health troubles.

Consider:

- One study, in which young men spent just four hours in bed over six nights, revealed that a lack of sleep impaired glucose tolerance and that subjects were in a precarious, prediabetic state.



- Some researchers believe that lack of sleep is partly to blame for rising obesity rates in the United States. The lack of sleep interrupts hormonal functions that regulate the body's proportion of fat and muscle as well as tell you when you should feel full.

- A laboratory rat will die in about three weeks when it is robbed of all sleep, an occurrence that researchers connect to infection. For humans, a lack of sleep changes white blood cell counts and immune-response modifiers, signaling that the body is having trouble fighting infection.

- Cancer researchers think there may be a connection between the increase in breast cancer and hormone cycles disrupted by late-night light. It may be the reason why blind women are less prone to breast cancer than women who can see.

## Team Talk

Much of what goes on today in the workplace is a team effort. For a team to be successful, each member has to contribute effectively. Here are some tips on how to become part of a winning team.

Invest time in team building. Sometimes it may seem easier to get a job done by just doing it yourself. But teamwork is a process that takes practice. Invest your time in the process, and in the long run you'll get more ideas, more perspectives and better results.

Find your role. Every team has members with different sets of skills. Your role in the group effort should start to form during the planning process. You might be a leader who likes to take charge and inspire others, a thinker who comes up with ideas, a planner who anticipates the small steps, a challenger who sees potential problems and possible solutions, or a harmonizer who helps resolve conflict. Remember that your role may change over time or be different in other teams.

**American Diabetes Month.** Diabetes is a serious illness, with complications like stroke, heart disease, kidney disease, and amputations. During November (and throughout the year), the American Diabetes Association conducts activities to raise awareness about diabetes. For more information, go to [www.diabetes.org](http://www.diabetes.org)

**National Alzheimer’s Disease Month.** Signed into law by President Ronald Reagan in 1983, National Alzheimer’s Disease Month recognizes the efforts to treat and cure Alzheimer’s while supporting individuals and families struggling with the disease.

**Your brain takes a break**  
The human brain takes a rest of its own when you go to sleep, according to new research.

A study paired EEG (electroencephalogram) readings with data collected by electrodes measuring electrical activity inside the brain while patients slept.

The results showed that neurons within the brain sometimes take short breaks during sleep, and that these rest periods allow us to remain asleep even though the brain registers noise or some other disturbance.

In other words, neurons rest so people can rest, too

**Positive activities to promote positive thinking**  
Positive thinking isn’t all mental. Here are a few simple physical activities you can do to improve your outlook:

- Keep your back straight. Good posture makes you appear stronger and more confident, and when you’re perceived that way by others, your self-image will improve.

- Smile. You’ll look more attractive, and the mere act of smiling can often lift a person’s mood and spirits.

- Exercise. You’ll relieve physical stress, release endorphins, and enjoy the positive effects of being in shape

## New sources have biofuels on the rise

The next generation of biofuels may come from grass and sawdust. Whereas current biofuels are generally derived from feedstocks such as corn and soybeans, available farmland can’t provide enough fuel for more than about 10 percent of the demand. Diverting feedstocks to biofuel production also drives up prices.

But so-called second generation biofuels can be processed from such sources as sawdust and other construction debris, cornstalks, wheat straw, and certain kinds of grass and woody materials that are cheaper and don’t have to be grown on traditional farmland. Some fuel sources can even decontaminate soil affected by pollution from wastewater or heavy metals.

The U.S. can probably produce enough fuel from these sources to provide close to half the current consumption of gasoline and diesel fuel in a year.

## And you thought *your* mortgage payment was high?

The most expensive house in the world is probably Antilla, a \$1 billion, 27-story tower in India owned by the family of gazillionaire Mukesh Ambani.

The garage alone is six floors and can hold 168 automobiles.

Each level has its own garden. With a helipad on top and its own movie theater, the mansion is maintained by a staff of 600 servants.

## No More Excuses! Get Started With Your Exercise Program

We all know we should exercise, and most of us have what seem like pretty good reasons to avoid it. Here are some of the most common, along with some common-sense responses:

- “I don’t have any spare time.” The truth is that we make time for what’s important to us. Schedule exercise into your day like any other appointment.

- “Exercise is boring.” The key is finding something you like. Look for team sports, group activities, or interesting surroundings to keep your mind as well as your body occupied.

- “I’m too out of shape.” Just don’t overdo it at first. Check with your doctor for suggestions, and start with low-impact activities such as swimming or bike riding.

- “I’m not fat.” Good, but exercise is about more than losing weight. You want to maintain your health, and also control cholesterol and prevent heart disease—both benefits of regular exercise.

## Proven Techniques For Persuading All Kinds Of People

Persuasion is a skill you need every day, whether you’re negotiating a big business deal or telling your children to eat their vegetables.

Try these techniques for influencing people of any age in any situation:

- Speak their language. Listen to how people express themselves, particularly when it comes to sensory words. Some people will see things (“I don’t see what you mean”); others will hear (“That doesn’t sound like fun”); and others will feel (“I don’t feel good about that.”) Use their preferred mode of expression back to them (“I see your point . . . I hear what you’re saying . . .”) and they’ll accept your point more readily.

- Use their names. People love to hear the sound of their own name. Just don’t overdo it. For a new acquaintance, make sure you’re pronouncing it right, and don’t use it before you’ve established some sort of rapport.

- Use action words. You’ve got to ask for the response you want. Don’t ask someone to “try to” do something, or to “think about doing” it, if you need him or her to do it now. Be direct without being pushy.

Get your foot in the door. You don’t have to lead off with your main point. First get the other person’s attention, and then apply some persuasive techniques: offering an additional benefit, changing your request to what you really want, or letting them turn you down now so he or she will be obligated to agree later.



## About Our Company

Rapid Pro Truck Service Inc is a full service commercial truck repair facility.

Some of the Services We Offer ...

- |                       |                    |
|-----------------------|--------------------|
| ✓ PM service          | ✓ Air Conditioning |
| ✓ Drive train         | ✓ Brakes           |
| ✓ Electrical system   | ✓ Clutch           |
| ✓ FWHA/DOT inspection | ✓ Engine repair    |

Tell a friend! A referral from one of our satisfied clients is the greatest compliment we can receive.

## Financially Speaking

### Follow These Smart Tips For Conserving Your Cash

Saving money is smart in good times and bad.

With a little effort and planning, you can cut your personal costs by following some of these handy hints:

- Unplug appliances. Don’t just turn your TV off—unplug it when you’re not watching anything. Even switched off, most appliances such as TVs and computers consume some electricity. Pulling the plug saves on money and energy-related resources.

- Drive less. Cutting your car use in half can save you more than \$1,000 a year. Carpool, or use public transportation, to get to and from work. You’ll save on gas, maintenance, and insurance.

- Eat at home. The average person spends more than \$2,200 a year eating at restaurants or fast-food establishments. Cook your own meals, and take your lunch to work instead of buying food every day.

- Take advantage of customer reward programs. Discount cards that save you a few dollars here and there can add up to major savings over time. For your convenience, set up an alternative e-mail account at Gmail or Yahoo and use it when you sign up for programs. You’ll be better able to manage the promotional e-mails you receive from joining companies’ mailing lists.

- Wait before buying. Implement a 24-hour rule before buying anything (and a 30-day rule for major purchases). Don’t buy anything on impulse: Wait the required amount of time, and then decide how much you really need or want the item. You may be surprised by what you can live without.